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DEPARTMENT OF TRANSPORTATION  
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DOCKET SECTION



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June 8, 1998

Dockets — Docket OST 98-3304 — 50  
U.S. Department of Transportation  
400 Seventh St. , S.W. — Room PL-401  
Washington, D.C. 20590

REF: Docket OST 98-3304

SUBJECT: LTE's Family Assistance Plan

Dear Sir or Madam:

Enclosed please find a copy of LTE's, LTE International Airways, S.A., Family Assistance Plan, prepared in accordance with the applicable requirements of the Foreign Air Carrier Family Support Act of 1997.

A copy of this plan is being forwarded to the National Transportation Safety Board under separate cover, this date.

Please contact the undersigned if you require further assistance or documentation.

Sincerely Yours,

A handwritten signature in black ink, appearing to read "J. S. James", with a stylized flourish at the end.

Jacqueline S. James  
VP Airport Operations  
The Americas and Caribbean  
LTU International Airways, Inc.

CC: Mr. H.J. Krafczyk  
Mr. P. Freymuth  
Mr. F. Hird

Encl.

**FOREIGN AIR CARRIER FAMILY SUPPORTACT OF 1997**  
**LTE International Airways, S.A.**  
**Family Assistance Plan**

I INTRODUCTION

LTE's Family Assistance Plan describes the methods by which LTE, in cooperation with the National Transportation Safety Board, other governmental agencies and the designated independent organization, will address the needs of the families of passengers involved in an aircraft accident that involves an aircraft under the control of LTE and results in a significant loss of life.

LTE will provide family assistance without regard to an individual's status as a revenue customer, non-revenue customer, or crewmember.

II RESPONSE PLANNING

- 1 LTE will adopt a plan for publicizing a reliable, toll-free number, and will identify personnel, to handle calls from families of passengers.

III PASSENGER IDENTIFICATION AND NOTIFICATION PROCEDURES

- 1 LTE will develop a plan for providing notification to the families of passengers, in person to the extent practicable, using the services of the organization designated for the accident under section 1136(a)(2) or other suitably trained individuals.
- 2 Unless otherwise directed by the NTSB, LTE will not provide any public notice of the names of such passengers, until the families of the passengers have been notified.
- 3 As soon as LTE has verified that a passenger was on board, notification will be made to that passenger's family, regardless of whether verification of all passengers on board the flight is complete.
- 4 The medical examiner or coroner is responsible for the positive identification of fatalities and official notification of death to the family.
- 5 For injured passengers, the hospital is responsible for periodic status updates and either the hospital or LTE will continue to advise the families.

IV PASSENGER NAME LIST

- 1 Upon request, LTE will provide to the director of family support services, NTSB and the organization designated for the accident under section 1136(a)(2), preliminary and updated lists of the names of the passengers aboard the aircraft (based on the best information available at the time of the request).
- 2 The list will be provided regardless of whether or not the names have been verified. If appropriate, the list will be marked, "preliminary and unconfirmed".
- 3 LTE's internal policies prohibit the unauthorized release of passenger manifest information.

V DISPOSITION OF REMAINS AND PERSONAL EFFECTS

- 1 The medical examiner or coroner is responsible for the disposition of identifiable and unidentifiable human remains.
- 2 Authorities should return identifiable personal effects to the passenger's family rather than having the airline become custodian of them. The same authorities should determine disposition of unidentifiable personal effects.

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- 3 If personal effects or remains come into the airline's control, LTE or its designee will consult with each family about the disposition of the items. The direction of the family will be followed as to the return or disposition of such items, unless the items are needed for the accident investigation or a criminal investigation.
- 4 LTE or its designee will retain any unclaimed possessions, which have been released to the airline's control for a period of eighteen (18) months.

**VI MONUMENTS**

- 1 LTE will consult with the family of each passenger about construction by the airline of any monument to the passengers, including the content of any inscription on the monument.

**VII RELATIONSHIP WITH AND COMPENSATION TO DESIGNATED ORGANIZATIONS**

- 1 LTE will establish a liaison and work with the independent, non-profit organization that the NTSB designates under section 1136(a)(2) on an ongoing basis. The goals will be to ensure that the families of passengers receive an appropriate level of mental health and counseling services following an accident, as well as any other appropriate services that are provided following an accident.
- 2 LTE will provide reasonable compensation to the organization designated under section 1136(a)(2) for services provided by that organization. LTE will request and expect a plan of tasks and anticipated expenses prior to the designated organization's full deployment, consultation about costs as they are incurred, and an itemized list of services rendered and expenses to accompany the organization's invoice

**VIII FAMILY ACCESS TO THE SITE**

- 1 LTE will assist the family of a passenger in travelling to the location of the accident and will provide for the physical care of the family while the family is staying at such location.
- 2 The NTSB has accident site jurisdiction. Within site security limitations that the authorities establish, LTE will respond to family requests for visits to the accident scene. Access to the site may be limited by terrain, biohazard and/or hazardous materials concerns, security measures or other unforeseen conditions.

**IX RESOURCES FOR THE PLAN**

- 1 LTE is committed to devoting sufficient resources to carry out this plan. The airline may at its discretion designate external organizations to carry out all or portions of this plan.